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|--|--|-------------------|---|---|------|
| AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT | | | 1. CONTRACT ID CODE | | |
| 2. AMENDMENT/MODIFICATION NO. 0006 | | 3. EFFECTIVE DATE | 4. REQUISITION/PURCHASE REQ. NO. | 5. PROJECT NO. (If applicable) | |
| 6. ISSUED BY Office of Procurement US Patent and Trademark Office Attn: MS 6, Office of Procurement P.O. Box 1450 Alexandria, VA 22313-1450 | | CODE PROC6549 | 7. ADMINISTERED BY (If other than Item 6) | | CODE |
| 8. NAME AND ADDRESS OF CONTRACTOR (No., street, country, state and ZIP Code) | | | (X) | 9A. AMENDMENT OF SOLICITATION NO. DOC52PAPT1300018 | |
| | | | X | 9B. DATED (SEE ITEM 11) 07/29/2013 | |
| | | | | 10A. MODIFICATION OF CONTRACT/ORDER NO. | |
| | | | | 10B. DATED (SEE ITEM 11) | |
| CODE | | FACILITY CODE | | | |

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers is extended, is not extended,

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

| | |
|-----------|---|
| CHECK ONE | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. |
| | B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). |
| | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: |
| | D. OTHER (Specify type of modification and authority) |

E. IMPORTANT: Contractor is not, is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this Amendment 0006 is to: (1) revise Section B.3 Scheduled of prices; (2) revise Section C 3.3 Hardware/Software Maintenance, Server Upgrades, & Peripherals subcategory 3.3.2; (3) revise Section L.15 under Proposal Requirements Use of Resources; and (4) revise Section M.1 under Evaluation Factors Use of Resources. See the attached change pages.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

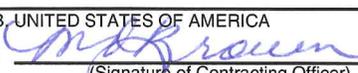
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|--|------------------|--|--------------------------------|
| 15A. NAME AND TITLE OF SIGNER (Type or print) | | 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marva Brown Contracting Officer | |
| 15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign) | 15C. DATE SIGNED | 16B. UNITED STATES OF AMERICA By  (Signature of Contracting Officer) | 16C. DATE SIGNED 10/16/2013 |

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Section B - Supplies or Services and Prices/Costs

| ITEM NO. | SUPPLIES OR SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|----------|----------------------|----------|------|------------|--------|
|----------|----------------------|----------|------|------------|--------|

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 SCHEDULE OF SERVICES

The Government expects to make a single award as a result of this competition. This is a 100% Woman-Owned Small Business (WOSB) set-aside acquisition. The Contractor shall perform the work in accordance with the contract and task orders that will be issued by the United States Patent & Trademark Office (USPTO), and shall provide the contract services at the firm fixed rates identified in Section J Attachment 1 entitled “ITSS Labor Categories.

B.2 CONTRACT TYPE

The Government contemplates making a single award as a hybrid type contract, which incorporates Labor Hour/Time and Material and Fixed-Price task orders. The USPTO will issue work under the contract via the issuance of task orders.

B.3 SCHEDULE OF PRICES

**Base Year – Date of Contract Award through 12 months
Fully Burdened Hourly Labor Rates**

| ITEM | LABOR CATEGORY | HOURLY ON-SITE RATE w/ EQUIPMENT/ FURNITURE | HOURLY ON-SITE RATE w/o EQUIPMENT/ FURNITURE | HOURLY OFF-SITE RATE |
|---|------------------|---|--|----------------------|
| CLIN 1001A The estimated man-hours is 185,000 yearly | See attachment 1 | See attachment 1 | See attachment 1 | See attachment 1 |
| CLIN 1002B ODCs | | | | |

Base Year – Date of Contract Award through 12 months

| ITEM | DESCRIPTION | |
|------------------------|---|-------------------------------|
| CLIN 1003C ODCs | Hardware/Software Maintenance, Server Upgrades & Peripherals Task Order ITSS-03 See Attachment 2 – Equipment List | Not to be Priced at This Time |

CLIN 1001A - The Contractor shall furnish the Government with Technical Support Services as described in Section C below.

CLIN 1002B - Necessary Other Directs Costs (ODC's), Material/Equipment/Maintenance (These supplies will be identified in individual Task Order).

CLIN 1003C – The Contractor shall provide IT hardware maintenance and operating system software maintenance for a variety of hardware platforms that encompass servers, scanners and printers.

**Option Year 1– 12 Months (If Option is Exercised)
Fully Burdened Hourly Labor Rates**

| ITEM | LABOR CATEGORY | HOURLY ON-SITE RATE w/ EQUIPMENT/ FURNITURE | HOURLY ON-SITE RATE w/o EQUIPMENT/ FURNITURE | HOURLY OFF-SITE RATE |
|---|------------------|---|--|----------------------|
| CLIN 2001A The estimated man-hours is 185,000 yearly | See attachment 1 | See attachment 1 | See attachment 1 | See attachment 1 |
| CLIN 2002B ODC's | | | | |

Option Year 1 – Date of Contract Award through 12 months

| ITEM | DESCRIPTION | |
|-------------------|--|-------------------------------|
| CLIN 2003C | Hardware/Software Maintenance, Server Upgrades & Peripherals Task Order ITSS-03 See Attachment 2 – Equipment List | Not to be Priced at This Time |

CLIN 2001A - The Contractor shall furnish the Government with Technical Support Services as described in Section C.

CLIN 2002B - Necessary Other Directs Costs (ODC's), Material/Equipment/Maintenance (These supplies will be identified in individual Task Orders).

CLIN 2003C - The Contractor shall provide IT hardware maintenance and operating system software maintenance for a variety of hardware platforms that encompass servers, scanners and printers.

**Option Year 2 – 12 Months (If Option is Exercised)
Fully Burdened Hourly Labor Rates**

| ITEM | LABOR CATEGORY | HOURLY ON-SITE RATE w/ EQUIPMENT/ FURNITURE | HOURLY ON-SITE RATE w/o EQUIPMENT/ FURNITURE | HOURLY OFF-SITE RATE |
|---|------------------|---|--|----------------------|
| CLIN 3001A The estimated man-hours is 185,000 yearly | See attachment 1 | See attachment 1 | See attachment 1 | See attachment 1 |
| CLIN 3002B ODC's | | | | |

Option Year 2 – Date of Contract Award through 12 months (If Option is Exercised)

| ITEM | DESCRIPTION | |
|------------|--|-------------------------------|
| CLIN 3003C | Hardware/Software Maintenance, Server Upgrades & Peripherals Task Order ITSS-03 See Attachment 2 – Equipment List | Not to be Priced at This Time |

CLIN 3001A - The Contractor shall furnish the Government with Technical Support Services as described in Section C.

CLIN 3002B - Necessary Other Directs Costs (ODC's), Material/Equipment/Maintenance (These supplies will be identified in individual Task Orders). See Attachment 2 entitled "List of Equipment requiring Hardware and Software Maintenance".

CLIN 3003C - The Contractor shall provide IT hardware maintenance and operating system software maintenance for a variety of hardware platforms that encompass servers, scanners and printers.

**Option Year 3– 12 Months (If Option is Exercised)
Fully Burdened Hourly Labor Rates**

| ITEM | LABOR CATEGORY | HOURLY ON-SITE RATE w/ EQUIPMENT/ FURNITURE | HOURLY ON-SITE RATE w/o EQUIPMENT/ FURNITURE | HOURLY OFF-SITE RATE |
|---|------------------|---|--|----------------------|
| CLIN 4001A The estimated man-hours is 185,000 yearly | See attachment 1 | See attachment 1 | See attachment 1 | See attachment 1 |
| CLIN 4002B ODC's | | | | |

Option Year 3 – Date of Contract Award through 12 months (If Option is Exercised)

| ITEM | DESCRIPTION | |
|------------------------|--|-------------------------------|
| CLIN 4003C ODCs | Hardware/Software Maintenance, Server Upgrades & Peripherals Task Order ITSS-03 See Attachment 2 – Equipment List | Not to be Priced at This Time |

CLIN 4001A - The Contractor shall furnish the Government with Technical Support Services as described in Section C.

CLIN 4002B - Necessary Other Directs Costs (ODC's), Material/Equipment/Maintenance (These supplies will be identified in individual Task Orders).

CLIN 4003C - The Contractor shall provide IT hardware maintenance and operating system software maintenance for a variety of hardware platforms that encompass servers, scanners and printers.

**Option Year 4– 12 Months (If Option is Exercised)
Fully Burdened Hourly Labor Rates**

| ITEM | LABOR CATEGORY | HOURLY ON-SITE RATE w/ EQUIPMENT/ FURNITURE | HOURLY ON-SITE RATE w/o EQUIPMENT/ FURNITURE | HOURLY OFF-SITE RATE |
|--|------------------|---|--|----------------------|
| CLIN 5001A The estimated man-hours is 185,000 yearly | See attachment 1 | See attachment 1 | See attachment 1 | See attachment 1 |
| CLIN 5002B ODC's | | | | |

Option Year 4 – Date of Contract Award through 12 months (If Option is Exercised)

| ITEM | DESCRIPTION | |
|------------|---|-------------------------------|
| CLIN 5003C | Hardware/Software Maintenance, Server Upgrades & Peripherals Task Order ITSS-03 See Attachment 2 – Equipment List | Not to be Priced at This Time |

CLIN 5001A - The contractor shall furnish the Government with Technical Support Services as described in Section C.

CLIN 5002B - Necessary Other Directs Costs (ODC's), Material/Equipment/Maintenance (These supplies will be identified in individual Task Orders).

CLIN 5003C - The Contractor shall provide IT hardware maintenance and operating system software maintenance for a variety of hardware platforms that encompass servers, scanners and printers.

B.4 CEILING PRICE

The Contractor shall not make expenditures or incur obligations in the performance of this Contract which exceed the ceiling price specified herein, except at the Contractor's own risk.

B.5 COST/PRICES

- (a) The Contractor shall provide the services under this contract at the fixed hourly rates proposed (*Offeror must fill in*) in Attachment 1 (Information Technology Services Support (ITSS) Labor Categories) to this RFP. The specified fixed hourly rates shall include wages, overhead, general and administrative expenses and profit. The proposed hourly rates will be deemed a fully burdened hourly rate.
- (b) In addition, contract-level program management support costs shall also be included in the fixed hourly rates proposed in Attachment 1, ITSS Labor Categories to this RFP, and encompass support for contract-level management,

- The OCIO Mission is to “*enable the success of the USPTO with information and technology services through cooperation with our business partners.*”

Information technology is a mission-critical enabler for every USPTO business function. The productivity of Patent and Trademark operations is directly correlated to the performance of their IT systems. To that end, the OCIO strives to ensure that these IT systems are maintained in a ready state for daily operation. The *Information Technology Support Services (ITSS)* contract, directly contributes to this Operation Readiness by providing support services critical to the operations and maintenance of the IT infrastructure and services.

2. Objective

The OCIO has a continuing requirement for IT support services necessary to monitor, operate, support, document and improve the USPTO automated systems and the underlying IT infrastructure. It is USPTO’s intent that this contract will provide the additional support services necessary to assist the OCIO in meeting these IT requirements.

3. Scope of Work

The OCIO has identified various IT requirements that have been highlighted below. This list is not all inclusive. Additional support services may be required as changes/improvements occur. The Contractor shall work as an integrated team with the USPTO staff, other USPTO Contractors and outside vendors -- as designated by USPTO in support of these efforts. The Contractor shall provide technical support services in the following areas:

3.1. Data Maintenance

- 3.1.1. Provide support for the timely and accurate transferring, loading, processing, updating and validating of USPTO domestic and foreign data to a diverse number of Automated Information Systems (AIS). Provide data and system related troubleshooting support and software/system analysis support. (See Attachment 4 entitled “Technology Stack per Task”)

3.2. Facilities Management

- 3.2.1. Provide support for the installation of new or relocated servers or the removal of surplus servers; gather information from existing servers and/or packing slips when new servers are received and provide this information to Data Center Facilities Maintenance System (DCFMS)/ Information Technology Facility Management System (ITFMS) personnel; provide physical inventory; install and remove IT hardware (servers, monitors network equipment, server racks); provide scanning support, including tagging new assets, surplus of old assets, receiving new assets, and shipping new and surplus of assets from USPTO’s Facilities. (See Attachment 4 entitled “Technology Stack per Task” – ITSS-02)

3.3. Hardware/Software Maintenance, Server Upgrades, & Peripherals

- 3.3.1. Provide IT hardware maintenance and operating system software maintenance for a variety of hardware platforms that encompass servers, scanners and printers. A list of equipment to be supported is included in

Section J, Attachment 2. The Contractor shall assume the day-to-day maintenance of the USPTO maintenance tasks for the ITSS contract for duration of Task Order. (See Attachment 4 entitled “Technology Stack per Task” – ITSS-03). The Contractor is not required, at this time, to provide pricing information. This is for informational purposes only and to provide notice that at some point during the contract life, at the option of the USPTO, the USPTO anticipates that the maintenance of those items will become the responsibility of the Contractor.

3.4. Storage Administration

- 3.4.1. Provide support in the areas of Storage Administration Network, to include SAN, NAS, high availability software/hardware data replication and bunkering (BCDR – Business Continuity/Disaster Recovery), data protection (back-up and recovery); and hardware and software installation, configuration, maintenance and retirement. (See Attachment 4 entitled “Technology Stack per Task”).

3.5. Unified Communications

- 3.5.1. Provide technical services for Telecommunications, USPTO Unified Business Collaboration (UBCS), and Distributed Antenna System (DAS). Support will include operation, maintenance, administration and support of voice and/or video communications systems/subsystems. Administer WebEx Cloud configuration; monitor/address WebEx alerts and assist users with immediate operation issues with WebEX meetings; administer DAS system and monitor/troubleshoot/resolve reported customer problems. (See Attachment 4 entitled “Technology Stack per Task”).

3.6. Project Systems

- 3.6.1. Provide technical services to support the design and/or deployment activities specific to discrete application and/or infrastructure projects within the OCIO. These services are: Server Replacement Support, IPV6 Solution Implementation, HP-UX Server Replacement, AIX Server Replacement, One Portal DOSSIER (OPD), TMNG Web and Business Services 2, Storage Solutions Architect Support, FPNG Stakeholder and Stored Payment Account Management (SSPAMS), Exploring Search Technologies, SharePoint Migration to SharePoint 2010, and FPNG Stakeholder and Stored Payment Account Management Information (SSPAMI).

3.7. Operating System (OS) Operations

- 3.7.1. Provide support to the service desk, command center, network administrators, and application programmers by maintaining UNIX, Linux, AIX and Windows based systems. This involves ongoing activity in the areas of installing, configuring, automated monitoring, maintenance/upgrade, troubleshooting, and the general administration of all system level software, to include virtualization, RedHat Enterprise Virtualization (RHEV) and Cloud technology. (See ITSS Attachment 4 entitled ITSS-04 OS Operations).

- **Quality Control** The Offeror shall provide a quality control plan consisting of information on quality control and quality assurance techniques planned to meet its requirements of Section C. The Offeror's proposed Quality Control Plan will be incorporated into the resulting contract. (The Offeror's ability to provide quality products and services; sufficiency and effectiveness of proposed methods and techniques to promptly identify and resolve problems and errors, identify and eliminate systemic problems, and monitor ongoing work operations will be evaluated).

- **Transition Plan** - The Offeror shall provide a "draft transition plan" that will allow the Offeror to be fully functional two weeks after the contract is awarded. (The Offeror's plan and schedule to acquire needed facilities, equipment and supplies and to recruit and train personnel; feasibility in meeting required contract start date will be evaluated)

- **Use of Resources (Sample Tasks)** - In an effort to understand the Offerors' approach to performing tasks under this contract, the USPTO is requesting that the Offeror provide technical approach and labor mix and hours for performing the specified sample tasks (ITSS-01, ITSS-02 & ITSS-04) found in Attachment 5. **Sample task ITSS-03 is for informational purposes only and is not to be priced at this time.** Offerors shall also include their costs as part of their response. For each sample task order, the response shall not exceed 5 one-sided pages in 12 point font. The sample task numbers are: ITSS-01 SSB Software Support, ITSS-02 Facilities Management Support, and ITSS-04 OS Operations. The evaluation factors that are already listed in each of the sample tasks are not applicable. The offeror's approach shall address the proposed staffing, equipment, supplies, and facilities. The Offeror shall describe the proposed organizational structure (including any sub-contractors) in terms of roles, responsibilities, and reporting. (The Offeror's proposed staffing and appropriateness of numbers and labor categories of employees; the adequate ratio of management and supervisory personnel; the viability of plans to recruit, train, manage, and retain a quality work force during the life of the contract; sufficiency and appropriateness of proposed equipment and supplies and their effectiveness in meeting performance requirement will be evaluated).

- **Key Personnel** - The Offeror must submit a resume for each individual that the Offeror designates for the job titles listed in clause H.8 (Key Personnel). Each resume should be accompanied by a letter of commitment and should not exceed 3 pages. At a minimum, the resumes must include: name of required person, proposed labor category or role of responsibility, education (degree(s)/certifications received and/or currently held, including the year completed, major field(s) of study, relevant experience (list employer, title of position, starting and ending dates (month/year) and a concise description of experience related to the requirements of their proposed position. Key Personnel resumes are not included in the required 10 page limit.

(The Offeror's ability to provide qualified key personnel in meeting key contract requirements with demonstrated skills in personnel management and demonstrated experience in program or project management, and demonstrated skills and qualification in quality control and customer service will be evaluated.)

(c) **Use of Resources (Sample Tasks):** evaluate the offeror's technical approach to the sample tasks (ITSS-01, ITSS-02, & ITSS-04) to evaluate the appropriateness of the proposed use of resources and labor categories and hours; the adequate ratio of management and supervisory personnel; the viability of plans to recruit, train, manage, and retain a quality work force during the life of the contract. Evaluate proposed equipment and supplies to determine their sufficiency and appropriateness and their effectiveness in meeting performance requirement.

(d) **Key Personnel:** evaluate the Offeror's ability to provide qualified key personnel in meeting key contract requirements with demonstrated skills in personnel management and demonstrated experience in program or project management.

3. Factor 3: Past Performance

Past performance evaluation will consist of the Government's assessment of the likelihood that the offeror will successfully perform the solicitation's requirements and will be based upon the past performance information collected from the offeror's contract references in quality, customer service, timeliness of performance, and business relations as listed in Attachment 8 of the Past Performance Questionnaire.

4. Factor 4: Price

A price analysis will be performed to determine whether the prices are fair and reasonable. **The price evaluation will consist of an overall average of the offeror's three (3) types of proposed fully burdened labor rates (on-site w/equipment/furniture, off-site without equipment/furniture and off-site) which will represent a composite average labor rate among all labor categories for the full five year period (base and four, one-year options). This will provide a method in which to compare the offerors' fully burdened labor rates among all offerors.**

M.2 EVALUATION CRITERIA

Evaluation Factors are listed here in descending order of importance: Experience, Management Approach, Past Performance and Price. Non-Price factors will be rated. Price will not be scored nor given a rating. When combined the Non-Price Factors are significantly more important than Price. Under Factor 2 Management Approach, Quality control is more important than Transition Plan, Transition Plan is more important than Resources, Resources is more important than Key Personnel. Under Factor 3, Past Performance, quality, customer service, timeliness of performance and business relations are considered equal.